

State Library Update

www.statelibraryofia.org

November 2009
Vol. 7, no. 4

In this issue:

- * **Live chat reference** service is a big hit
- * The artwork of **Iowa artist Vicki Ingham** is on display through November at the State Library
- * Check out these helpful State Library **services** for state employees and Iowans
- * Take a look at some of the **new books** added to our collections
- * **Iowa Heritage Digital Collections** Web site promotes Iowa history and culture

A new feature for getting information was added to the State of Iowa's Web site in July that has resulted in an almost 50% increase in questions to our reference desks. Visitors to the site can click on the **Live Online Support** link and chat directly with our knowledgeable information experts. Many of the questions we receive are from folks looking to relocate in Iowa or to open a new business. We also get many requests for help to navigate state agency Web pages. Go to www.iowa.gov to try it out.

Landscapes of the Italian country side along with portraits and still lifes are represented in the art exhibit by **Iowa artist Vicki Ingham** in the State Library - Main Library during the month of November. Changing light from the beautiful windows in the Miller building brings out various highlights, shadows and colors in these vibrant works.

To see a sample of the artwork and to read more about the artist go to www.statelibraryofia.org/services/ingham.

The State Library - Main Library is located in the Ola Babcock Miller Building at the corner of E. 12th St. and Grand Ave. in Des Moines. It's open 8:00 a.m.-4:30 p.m., Monday-Friday except holidays. For more information call our information professionals at 515-281-4102, 800-248-4483, or email is@lib.state.ia.us.

In these tough economic times, library services are more valuable than ever. **State Library services help state employees be successful in their jobs**, and are offered to state employees at no charge. Some of the services we offer include:

*A wide variety of online resources for journal articles, maps, Iowa inventors, medical information, and more at www.statelibraryofiowa.org/services/resources.

*Library professionals to answer your questions via live chat, email, and the phone www.statelibraryofiowa.org/services/askalibrarian.

*Thousands of state documents both in paper - see our catalog <http://iowa.ipac.dynixasp.com/> and online <http://publications.iowa.gov/>.

*Videos for use at your next staff training dealing with customer service, time management, supervisory skills, etc. <http://iowa.ipac.dynixasp.com/>.

During the last fiscal year State Library staff answered more than 17,000 inquires for information. Contact us at www.statelibraryofiowa.org/services/askalibrarian.

Biographies of famous, and not so famous, Iowans may be checked out from the State Library. To see a list of available biographies go to <http://library.booksite.com/7168/nl/?list=CNL8>.

State employees may request that any of these items be sent to them. To make a request go to www.statelibraryofiowa.org/services/bkrequest. Non-state employees with a State Library card may check out books in person or request them through their local public libraries. Don't have a State Library card? Any Iowan can register online at www.statelibraryofiowa.org/services/state-library-card.

Are you looking for information about Iowa history and culture on the Web? At the **Iowa Heritage Digital Collections** (IHDC) <http://iowaheritage.lib.uiowa.edu/> you'll find photos, postcards, cartoons, student newspapers, letters and more at your fingertips.

State Library staff works in collaboration with libraries and museums across the state to create collections of interest to history buffs, teachers, genealogists ... in short, anyone interested in Iowa history and culture. To find out more about the collaboration go to <http://ihdc.statelibraryofiowa.org>.

Other services that the State Library offers its customers:

*Both locations of the State Library offer quiet work areas for our customers. If you need to get away to work on a project, have uninterrupted time for planning or are just in Des Moines for the day and need a work space, stop by. You can find our locations and hours at www.statelibraryofiowa.org/about.

*Looking for meeting space? The State Library - Main Library has two meeting rooms which may be reserved by state employees. Go to www.statelibraryofiowa.org/about/rmusage.

Barbara Corson
Program Director for Library Services
State Library of Iowa - Main Library
1112 E. Grand Ave.
Des Moines, Iowa 50319
515-281-4352
Fax 515-242-6543
www.statelibraryofiowa.org